

Department of Developmental Services

Emergency Preparedness Office

Getting it Right Workshop

June 2017

Officer, Emergency Preparedness & Response

- Work closely with 25 DDS entities (21 Private Non-Profit RCs and 4 State Operated Facilities).
- Emergency planning for over 300,000+ individuals with developmental and intellectual disabilities.
- Advocate for DDS' service system specific to AFN and emergency planning throughout the State.
- On-going efforts in strengthening internal emergency processes (EOPs, communications, and connections with various local offices of emergency services).
- Liaison with other agencies and organizations at all levels of Government

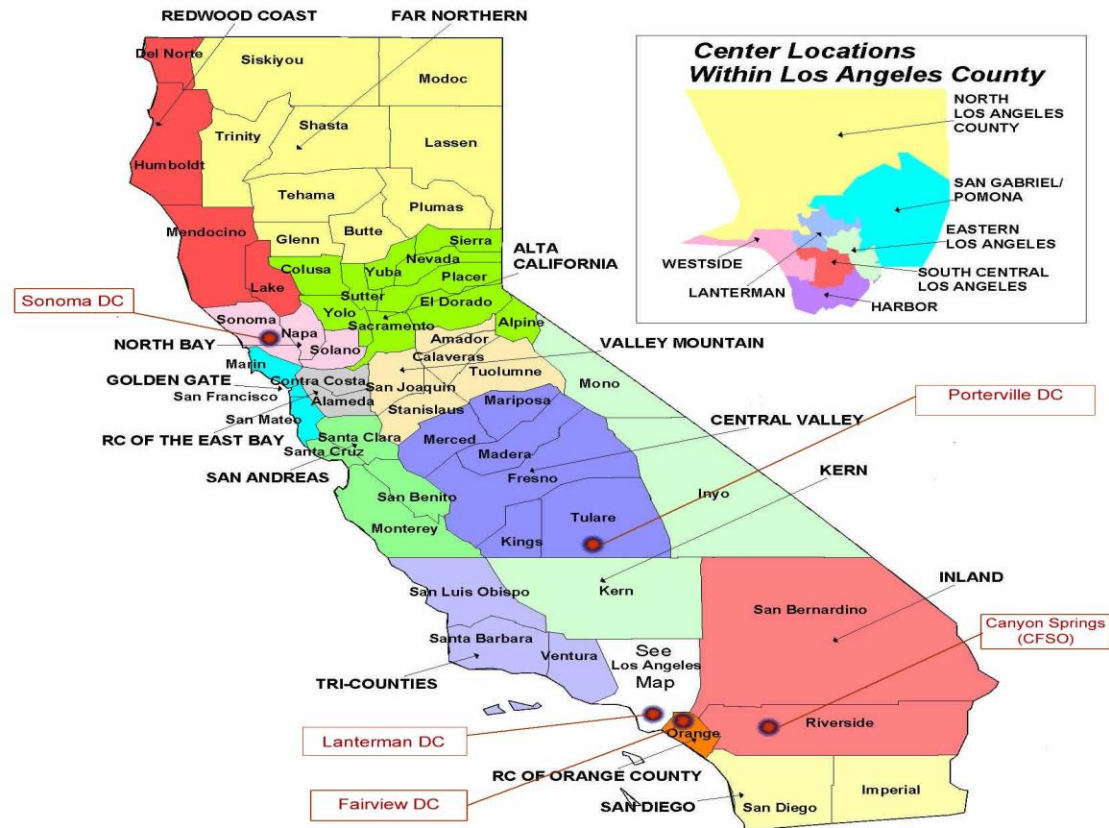
In any event...DDS' Emergency Response Activities

- Complete a quick assessment of people served by DDS that may be impacted by the emergency or disaster.
- Initiate immediate contact with Regional Centers/State Operated Facilities in the area(s) of impact.
- Communicate directly with DDS Director and/or Chief Deputy providing updates and information throughout the event and post emergency/disaster.
- Initiate contact with CalOES Office of Access and Functional Needs and Local County Emergency personnel.
- Initiate the Department's Emergency Operations Center where applicable to ensure DDS' responsiveness as the need arises.

21 - Regional Developmental Centers State Operated Community Facility

Department of Developmental Services Regional Centers

(Colors correspond to areas served by each Regional Center)



Updated: July 1, 2003

Special Healthcare Needs/Populations Served

- Planning efforts for individuals that require electricity for
 - Suctioning, Oxygen, Respirator, Electric W/C, Sleep Apnea Monitors
- Those that require Special Diets, use of Special Beds
- Individuals who lack hazard awareness skills, or whom live independently or with limited supports
- Epilepsy
- Autism
- Cerebral Palsy

Oroville
Dam
Flood Path
February
12th 2017



Map Provided by Google Search

Oroville Dam Incident DDS' Initial Assessment

- Impact to 2 of the 21 Regional Centers
- Impact to approximately 2,300 individuals served by DDS in various living arrangements.
- Initiated contact with both RCs to get status updates, initial response activities, and assess assistance needed or immediate gaps noted.

Oroville Dam Event

DDS' Activation Activities

- Immediate calls/notification made to impacted RCs/DDS and CalOES. Initiated collaborations and defined communications going forward.
- Assisted with Everbridge notifications (in various languages) to those “at risk” through DDS’ mass notification system mapping function.
- Provided consistent and ongoing communications at all levels.

Regional Center Response Activities

- RC had an early notification warning of a possible failure, so they proactively began the outreach the Friday prior to the actual event.
- Sunday at evacuation
 - Service coordinators were “boots on the ground”. Assisted at the shelter in locating individuals served by the RC.
 - RCs assessed area of impact and sent targeted messaging via Everbridge.
 - Updated internal webpage with emergency information
 - Made contact with multiple vendors.

RC Response Activities Cont'd

- Deployed Emergency Response Trailer to the shelter.
- Provided welfare checks on those who would not evacuate.
- Used social media to locate individuals (e.g. Facebook and Twitter).
- Assisted individuals in find transportation resources.
- Assisted with hotel costs for families and children with autism that cannot tolerate a shelter environment.

What worked well

- DDS HQ and RC Staff maintaining constant communications with one another for ongoing updates
- Communication and collaboration with external agencies collected in “real time”.
- External agencies were very helpful in assisting with electronic records to get medications ordered for those that left without it.
- Staff were in the field “boots on the ground”
- Dedicated team effort from Regional Center Staff
- Having lift van on hand was helpful
- Resource needs were met

What we learned during evacuation efforts

- Not everyone does well in a shelter setting.
- Individuals would not leave without their animals.
- Individuals left homes without their medications.
- Getting money to people presented challenges.
- Individuals may need a more comprehensive evacuation plan, a “go bag” may not be enough.
- Need to establish an emergency communications system internal to RCs to reduce duplication in working with multiple service coordinators, outside agencies and managers receiving information.

What we learned during evacuation efforts (cont'd)

- Tracking individuals and trying to find where they were was difficult.
- Lack of accessible transportation resources.
- Some individuals could not get out the first night.
- Rumors/lots of misleading information from a number of sources initially.
- Outdated emergency phone numbers for local OES agency, Red Cross
- Lack of understanding – some volunteers and emergency personnel did not understand RC and our population served.

Where we are today

- RCs have hosted and attended community debriefing meetings and included DDS in these meetings and all planning efforts.
- Debriefing meetings have included key community members, vendors, providers, and agencies to begin collaborations and planning efforts on lessons learned.
- Identification and development of four workgroups lead by RCs to build a better network for emergencies!
 - Developing a network, Transportation, Staff Resources, and Community Connections.

Looking ahead / Next Steps

- RC identification at shelters (bright t-shirts, signage).
- RCs an “active” participant at local emergency services interdisciplinary planning meetings.
- Educate community organizations and volunteers on RC services/activities and those we serve.
- Consider to maintaining “at risk” list at all times / Identify options in advance for consumers who are medically fragile
- Provide more training to consumers living independently
- Identify provider contact numbers/emergency contacts outside of the area of impact or individuals place of residence.

Conclusion & Thank you

Department of Developmental Services

Director's Office

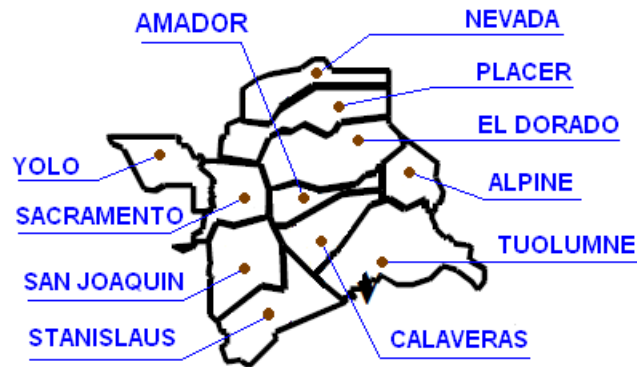
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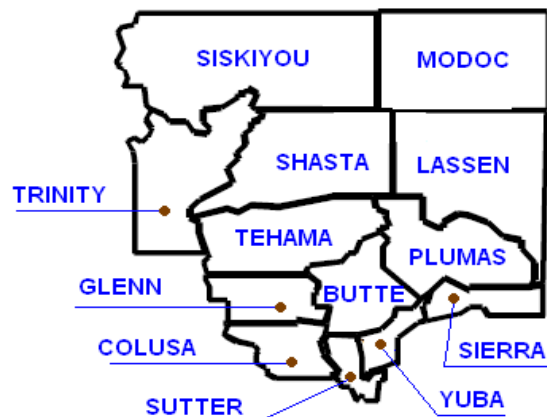
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Regional Map – Region IV



State of California		
Office of Emergency Services		
Mutual Aid Regions IV		
County	Populations	Regional Center / Developmental Center
Alpine County	14	Alta Ca RC, Valley Mountain RC.
Amador County	283	
Calaveras County	300	
El Dorado County	1,176	
Nevada County	562	
Placer County	2,853	
Sacramento County	14,670	
San Joaquin County	7,738	
Stanislaus County	4,811	
Tuolumne County	415	
Yolo County	1,607	
TOTAL	34,429	Updated May/2017

Regional Map – Region III



State of California		
Office of Emergency Services		
Mutual Aid Regions III		
County	Populations	Regional Center / Developmental Center
Butte County	3,137	Far Northern RC.
Colusa County	142	
Glenn County	369	
Lassen County	198	
Modoc County	63	
Plumas County	137	
Shasta County	2,414	
Sierra County	14	
Siskiyou County	395	
Sutter County	836	
Tehama County	843	
Trinity County	66	
Yuba County CA	679	
TOTAL	9,293	Updated May/2017